Chapter Volunteer Leader Job Descriptions

President:
- Term: 1 year
- Time Commitment: 10 hours per month
- **Role:** To provide leadership and direction to volunteers and programs designed to facilitate engagement opportunities between alumni, current students and faculty. To serve as an ambassador on behalf of the chapter and the Alumni Association at programs and ceremonies.
  - Collaborates with board to set the annual direction and program goals for the chapter.
  - Appoints volunteers and delegates responsibilities for the annual plan to appropriate volunteer positions and committees.
  - Prepares agenda distributes notices of meetings to board members as required and presides at chapter meetings.
  - Communicates requests for conference room, volunteer parking conference call services and other technical requirements to Alumni Association for chapter meetings.
  - Meets with the department chair/program coordinator and/or dean, annually to set goals and discuss programming.
  - Ensures chapter annual plan, events calendar and budget are on file with the Alumni Association.
  - Ensures that the chapter operates within its Bylaws and follows all university policies and procedures.
  - Serves as the principal liaison to the Alumni Association staff.
  - Establish and nurture relationships with CSUN, the community and the profession or constituency.
  - Serve as a goodwill ambassador representing the Alumni Association and chapter at programs and ceremonies.
  - Facilitates long-range planning discussion with chapter leadership annually.
  - Shares concerns, compliments and recommendations from self and others with the Association.
  - Responds to messages sent to chapter email address.
  - Identifies, motivates, and thanks chapter volunteers.
  - Recruits and trains president-elect to insure smooth transition of officers at end-of-term.

- **Specialized Skills:** Experience leading and working with community organizations and volunteers. Diplomacy, delegation and communication skills. Previous experience as a CSUN chapter board member is a plus.
**Vice President:**
- **Term:** 1 year (With consideration to serve as president-elect following the seated president’s term)
- **Time Commitment:** 10 hours per month
- **Role:** To serve in the leadership capacity in absence of the chapter president or other key volunteer leadership positions. To maintain chapter correspondence and minutes and/or implementing strategies to recruit and maintain chapter membership depended upon leadership structure of individual chapters.
  - Learn the duties of the presidential role.
  - Performs the duties of the president in their absence.
  - Serve as a goodwill ambassador representing the chapter at programs and ceremonies in absence of the president.
  - Maintains a record or minutes of all formal chapter proceedings and distributes as required by the chapter Bylaws.
  - Maintains updated roster of chapter board leaders and provides updates and changes to the Office of Alumni Relations following each meeting.
  - Fills the vacancy in chapter board positions until a new volunteer can be identified.
  - Helps to identify new chapter volunteers.
  - Performs the regular on-going duties of Membership coordinator if not a separate volunteer position filled on the chapter board.
- **Specialized Skills:** Ability to learn new roles quickly and to multi-task. To serve as an ambassador on behalf of the chapter and the Alumni Association at programs and ceremonies.

**Programs:**
- **Term:** 1 year
- **Time Commitment:** 5 hours per month
- **Role:** To develop and implement a broad range of programming to appeal to a diverse alumni and constituency audience that supports the chapter mission and goals.
  - Responsible for planning and executing a minimum of 2 chapter programs per year.
  - Target chapter programming initiatives around four main areas: professional development, student engagement and mentoring, social and community building, scholarship and fundraising.
  - Develop and manage the timeline, budget and checklist for each chapter program.
  - Ensures program budget and timeline is approved by the chapter leadership and Office of Alumni Relations.
  - Seeks approval from the Office of Alumni Relations on all chapter programming initiatives.
  - Works with chapter treasurer and Office of Alumni Relations to facilitate payment of program expenses and vendors prior to and/or reimbursements following each event.
  - Ensures safe collection and transfer of all program fees and funds collected at chapter events and activities to the Office of Alumni Relations within 1 week of receipt.
• Responsible for recruiting and leading volunteer committee to implement events.  
  (Suggestion for initial positions include: student program coordinator, professional development coordinator, social program coordinator)
• Specialized Skills: Experience managing and leading events and programs.

**Communications:**

• Term: 1 year
• Time Commitment: 5 hours per month
• **Role:** Responsible for promoting the chapter mission, events and news through print, email, web and social media channels. Identifying and developing content for these communication channels to promote the chapter to its members, alumni, students and the campus community at large.
  o Prepare flyers, emails or other marketing for chapter events and activities.
  o Writing and editing the chapter newsletter and/or other means of communicating regularly with the membership.
  o Manage or direct others in maintaining chapter social media sites.
  o Manage or direct others to identify, develop and maintain content and event photos on chapter website.
  o Manage or direct others to manage chapter broadcast email system.
  o Provides chapter news content, stories, event recaps and photos to Alumni Relations for use in broader university electronic communications, print publications and social media.
  o Maintains chapter wordmark and logos and ensures the chapter follows all university graphic standards and branding.
  o Maintains passwords and log-in credentials to chapter website, email, etc.
  o Proof-reads all chapter communications for proper spelling, grammar and graphic standards.
  o Responsible for recruiting and leading communications committee to coordinate chapter correspondence needs. (Suggestion for initial positions include: graphic designer, social media coordinator, web administrator)
• Specialized Skills: Good writing and storytelling skills. Familiarity with social media and graphic design.

**Membership**

• Term: 1 year
• Time Commitment: 5 hours per month
• **Role:** To develop and implement strategies to increase the participation and engagement of alumni as dues-paying members of the chapter.
  o Works with the Office of Alumni Relations to plan and implement two formal membership drives for the chapter per year.
  o Contact lapsed members and encourages them to renew.
  o Prepares and distributes new member welcome correspondence.
  o Receives and/or requests list of current chapter members from the Office of Alumni Relations and notifies the Association of any updates or changes.
  o Ensures all chapter leaders are current with their membership.
Ensures there is membership focused solicitation/messaging at all chapter events.
- Requests membership brochures and acquisition materials from the Office of Alumni Relations as needed.
- Ensures safe collection and transfer of all new membership applications and funds collected at chapter events and activities to the Office of Alumni Relations within 1 week of receipt.

Specialized Skills: Comfortable talking to individuals and or public speaking in a group setting to promote value of chapter membership. A background in marketing and or sales is a plus.

Finance and Fundraising:
- Term: 1 year
- Time Commitment: 5 hours per month
- **Role:** To maintain accurate records of chapter financial transactions, develop annual chapter budget and oversee fundraising and revenue enhancement
  - Works with chapter leaders to establish and manage the annual budget
  - Works with program coordinators to develop individual program budgets
  - Ensures that all chapter deposits and expenditures are deposited with the CSUN Foundation and follow all CSUN financial policies
  - Ensures accuracy of quarterly financial reports received from the CSUN Foundation and maintains a record of all chapter financial transactions.
  - Reports on chapter finances at chapter meetings
  - Approves and submits reimbursement requests to the Office of Alumni Relations on behalf of chapter leaders and vendors
  - Prepares supplemental funding requests to Office of Alumni Relations on behalf of the chapter.
  - Identifies sponsorship, fundraising and other revenue enhancement opportunities for the chapter
- Specialized Skills: Familiarity with a basic accounting principles and budget preparation. Fundraising experience is a plus.

Faculty Representative:
- Term: 1 year
- Time Commitment: 5 hours a month
- **Role:** To be a communication liaison between the alumni chapter and the department to facilitate engagement opportunities between current students, faculty and alumni.
  - Attend alumni chapter meetings
  - Attend alumni chapter events
  - Coordinate meeting between alumni chapter president, department chair, alumni association chapter coordinator and faculty rep. once per year
  - Keep the department chair informed about all chapter events and issues
  - Distribute relevant chapter event information to all department faculty
  - Connect alumni chapter leadership with student club leadership on campus
  - Assist chapter in distributing relevant chapter event information to students
  - Solicit input and support from department faculty for chapter programs
  - Inform alumni chapter about department research/honors/grants/awards
Inform alumni chapter about important dates and programs sponsored by the campus and by the department
Assist with chapter scholarship review and selection, if applicable

**Student Representative:**
- **Term:** 1 year
- **Time Commitment:** 5 hours per month
- **Role:** To be a communication liaison between the alumni chapter and the student clubs within the constituency to facilitate engagement opportunities between current students, faculty and alumni.
  - Attend alumni chapter meetings
  - Attend alumni chapter events, if applicable to students
  - Coordinate a meeting between alumni chapter president and student club officers once per year.
  - Keep the student club informed about alumni chapter events and issues.
  - Assist alumni chapter in distributing event information to students.
  - Solicit input and support from students for chapter programs.
  - Inform alumni chapter about important dates and programs sponsored by the student club.
  - Promote chapter scholarships to students, if applicable
  - Promotes membership in the alumni chapter to students upon graduation.
- **Specialized Skills:** Involved as an officer in a student club within the chapter constituency.

**Past President:**
- **Term:** 1 year
- **Time Commitment:** 5 hours a month
- **Role:** This position is filled by outgoing chapter president to provide continuity, advice and leadership to the chapter.
  - Serve in an advisory capacity to the chapter board to provide advice and feedback to current president and other officers.
  - Assist in strategic planning initiatives
  - Introduces new chapter leadership to department faculty, deans, alumni staff and other key university contacts.
  - Helps to identify an recruit new chapter leadership
  - Chair the chapter nominating committee to slate officers and/or assists with the transition of officers at end-end-of-term.